

Q: What charger should I be using?

Q: My Chromebook won't turn on?

1. Ensure that Chromebook is plugged into a known good charger, try another charger if one is available.
2. If Chromebook still does not turn on, try **Power + Refresh**. (Orange charge light should flash and Chromebook should power on in a few seconds.)
3. If Chromebook still does not turn on, try **Esc + Power + Refresh**, Chromebook will boot to white screen in recovery mode.

Q. My keyboard is not working?

A. Do you have access to an external keyboard? Can you connect to usb port?